



Healthcare Quality and Medical Error Reduction: **The Role of Technology**

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Forces Driving Toward the Tipping Point

- *The American health care delivery system is in need of fundamental change. The current care systems cannot do the job. Trying harder will not work. Changing systems of care will.*

IOM: Crossing the Quality Chasm

- RAND: Almost half of all patients get sub-standard care
- IOM : One-third of healthcare expenditures are waste
- IOM: Remedies reside in two domains –

**INFORMATION
TECHNOLOGY**



**REIMBURSEMENT
REFORM**



Private Sector Responses

eHealth Initiative:

- IT vendors, healthcare providers formed a new association to promote the use of IT to improve healthcare
- Drove key industry agreements to cooperate on standards
- Built recognition and support in Congress

Connecting for Health:

- Provided platform + funding for cross-industry collaboration
- Supported rapid-cycle development of framework + roadmap = basis for progress

Academic research:

- Center for Information Technology Leadership – financial analysis of impact of technology for safety and quality
- Riegenstrief Institute for Healthcare, Brigham and Women's Hospital...

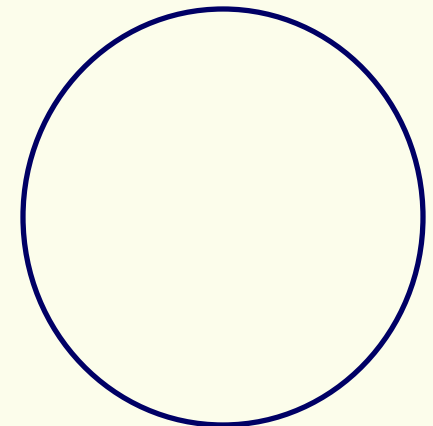
Federal Response

Rapid Progress

- “Grocery stores are more automated than healthcare”
- Federal agencies lead in adoption of data standards – *using purchaser clout to drive the market*
- Asked IOM and HL7 to define and develop standards for EHR functionality
- Enacted MMA 2003 – IT + chronic care provisions

Presidential Executive Order:

- Drive standards
- Use Federal purchaser clout
- Create new office:



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National Healthcare IT Coordinator





Questions for Today

- What role will technology play in safety and quality improvement?
- How will federal leadership accelerate the use of information technology to improve care?
- How can information used by patients improve safety and quality?
- How will community and regional initiatives be knit into a national infrastructure to support quality and safety in healthcare?

...and above all,

- How fast?
- What will impede progress?
- How should this effect action by executives in healthcare organizations?